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# *Title VI*

# *Implementation*

# *Plan*

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*The City of Bisbee/Bisbee Bus*

*May 2018*

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# Executive Summary

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Since 1998, the City of Bisbee, a rural, former mining town, has operated its transit system thanks to federal financial assistance from the 5311 Grant and the Southeastern Governments Organization.

There was a time when the town boomed with copper, silver and gold mining. When the ore ran out, so did most of the people and their businesses.

When the mines closed in 1975, the town emptied. Later entrepreneurs with their dreams came and bought the homes vacated in Old Bisbee and Warren for a song. The town has been singing ever since. It has become known for its many art galleries, artists, musicians, metal workers, carvers and potters. It went from a forlorn ghost town, to a fun-loving, let's give it a go attitude community.

Now, those 20-somethings who came in the 1970s, and thought they would never grow old, are in need of the service the Bisbee Bus provides, illustrating why these funds are so essential to Bisbee. The Bisbee Bus needs to continue to assist our elderly and disabled population, so they may get out, socialize and still enjoy life. Accordingly, the Bisbee Bus provides free fares for people over 60, who provide the proper photo identifications and proof of residency. For the disabled, an award letter from the Social Security Administration, acknowledging a disability, a photo ID, and a bill with their home address permits them free passes to get around town.

Currently, we have two drivers on two routes that include service to the Township of Naco, AZ, which is 8.5 miles away along the border of Naco, Sonora. This additional leg provides a way for people living in Naco, Arizona, and Naco, Sonora to reach services not found in the border community. These include medical, shopping and meeting with friends and family.

The routes primarily connect the many boroughs of Bisbee allowing riders to get to school, work and shopping, as well as the opportunity for socialization along the way. There is a warm comradery that has developed over the years between some passengers. This adds a sense of place in a community for those who would have no other public interactions otherwise.

To accommodate passengers with mobility issues, the Bisbee Bus offers a 24-hour in advance request system which offers these riders doorstep home service. These requests are handled by the dispatcher of our contracted operational partner, the City of Douglas. This system proves to be effective and efficient, as the drivers are able to pick up these passengers and remain within a few minutes of the schedule.

The Bisbee Bus' service provided around 53,800 rides last year and brought in around \$15,000. Some Bisbee citizens over 60 prefer to pay the \$1 fare, rather than take advantage of our free pass system. Some also pay for the person behind them. There is no price tag or way to measure what that means to a person barely surviving.

Thanks to the 5311 Grants, the City has been able to fund needed new vehicles. Currently, we have a 2014 and 2015 StarCraft. We are waiting on a 2017 StarCraft which will give us three reliable buses. There are two 2009 Chevy AeroTechs. One is no longer in service, but parts from

it can be used to keep the second AeroTech ready for emergencies.

Additionally, the passengers have 5 new bus shelters that are much larger, 6 feet by 10 feet by 7 feet high. They are a copper-colored, steel mesh with a 4-foot bench and plenty of room for wheelchair and walker accessibility. The Bisbee Bus hopes to add more. Safeway Grocery Store is our most popular stop, and currently riders are sitting at unshaded tables provided for Safeway customer outdoor eating. Additionally, the Copper Queen Hospital stop has no shelter to protect those that are traveling to and from while sick.

The City of Douglas handles the operations, excluding servicing the buses. Douglas provides the drivers, dispatchers and data collection of the passengers.

The Bisbee Bus Grants Administrator Transit Coordinator work closely with the Douglas Transit Manager, Finance Director and staff to be sure the buses are running as they should and the drivers are providing the proper care to assist with those on walkers and in wheelchairs. The Douglas Transit Manager ensures that the drivers are screened, tested and trained on all the facets of the bus and their jobs. Complaints and compliments are always addressed as quickly as possible and noted in a file. Bus passes are applied for in Bisbee and Douglas makes them.

What type of program fund(s) did you apply for?

- 5310
- 5311

Other (please explain)\_\_\_\_\_

**Type of Funding Requests (Select all that apply)**

- Vehicle Funds
- Operating Funds
- Capital
- Administration funds

## **Non Discrimination Policy Statement**

The City of Bisbee and the Bisbee Bus policy assures full compliance with Title VI of the Civil Rights act of 1964, the Restoration Act of 1987, section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), and related statutes and regulations in all programs and activities. Title VI states that “no person shall on the grounds of race, color, national origin, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination” under any City of Bisbee and the Bisbee Bus sponsored program or activity. There is no distinction between the sources of funding.

The City of Bisbee and the Bisbee Bus also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies and activities on minority and low-income populations. Furthermore, City of Bisbee and the Bisbee Bus will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When City of Bisbee and the Bisbee Bus distributes Federal-aid funds to another entity/person, City of Bisbee and the Bisbee Bus will ensure all subrecipients fully comply with City of Bisbee and the Bisbee Bus Title VI Nondiscrimination Program requirements. The City Manager has delegated the authority to Judy Guentzler-Collins, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.

To be obtained June 19, 2018.

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David M. Smith, Mayor of Bisbee

# **English Non Discrimination Notice to the Public**

## **Public Notice of Rights Under Title VI and ADA Bisbee Bus**

The Bisbee Bus operates its programs and services without regard to race, color, national origin or disability in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Bisbee Bus.

For more information on the Bisbee Bus civil rights program, and the procedures to file a complaint, contact Judy Guentzler-Collins, Program/Grants Administrator at 520-432-6016, or email: [JGuentzler@bisbeeaz.gov](mailto:JGuentzler@bisbeeaz.gov). You may also visit the administrative office at 1415 Melody Lane, Bldg. E in the San Jose District of Bisbee. More information is available on the website at: [www.bisbeeaz.gov](http://www.bisbeeaz.gov).

A complainant may file a complaint directly with the Arizona Department of Transportation (ADOT) or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: ADOT: ATTN: Title VI Program Manager 206 S. 17<sup>TH</sup> Ave MD 155A RM: 183 Phoenix AZ, 85007 FTA: ATTN: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

**The City has these placards posted throughout City Hall, at the bus shelters, garage, buses, the library, several businesses and the city website at: [www.bisbeeaz.gov](http://www.bisbeeaz.gov).**

# **Spanish Non Discrimination Notice to the Public**

## **Aviso Público Sobre los Derechos Bajo el Título VI Y ADA City of Bisbee/Bisbee Bus**

The City of Bisbee/Bisbee Bus (*y sus subcontratistas, si cualquiera*) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964, Sección 504 de la Ley de Rehabilitación de 1973 y La Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA). El nivel y la calidad de servicios de transporte serán provehidos sin consideración a su raza, color, o pais de origen.

Para obtener más información sobre la Bisbee Bus' programa de derechos civiles, y los procedimientos para presentar una queja, contacte Lorena Valdez, Transit Coordinator, at 520-432-6002, or email: [LValdez@bisbeeaz.gov](mailto:LValdez@bisbeeaz.gov), o visite nuestra oficina administrativa en 1415 Melody Lane, Bldg. E en el Distrito San Jose de Bisbee. Para obtener más información, visite [www.bisbeeaz.gov](http://www.bisbeeaz.gov).

El puede presentar una queja directamente con Arizona Department of Transportation (ADOT) o Federal Transit Administration (FTA) mediante la presentación de una queja directamente con las oficinas correspondientes de Civil Rights: ADOT: ATTN Title VI Program Manager 206 S. 17th Ave MD 155A Phoenix AZ, 85007 FTA: ATTN Title VI Program Coordinator, East Building, 5th Floor –TCR 1200 New Jersey Ave., SE Washington DC 20590

**The City has these placards posted throughout City Hall, at the bus shelters, garage, buses, the library, several businesses and the city website at: [www.bisbeeaz.gov](http://www.bisbeeaz.gov).**

# **Non Discrimination Complaint Procedures**

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These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity that is administered by the City of Bisbee/Bisbee Bus, including consultants, contractors and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

- (1) Any person who believes he and/or she has been discriminated against on the basis of race, color, national origin, or disability may file a Discrimination complaint by completing and submitting the agency's Title VI Complaint Form.
- (2) Formal complaints must be filed within 180 calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
- (3) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The ADA>Title VI contact person will assist the complainant with documenting the issues if necessary.
- (4) Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
- (5) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.
- (6) Once submitted, the City of Bisbee/Bisbee Bus will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the City of Bisbee/Bisbee Bus or submitted to the State or Federal authority for guidance.

The City of Bisbee/Bisbee Bus will investigate Discrimination complaints against its subrecipients; all other Discrimination complaints filed against the City of Bisbee/Bisbee Bus will be investigated by the Arizona Department of Transportation.

- (7) For Discrimination complaints filed against City of Bisbee/Bisbee Bus: Within **72 hours or 3 (three)** calendar days of receipt, City of Bisbee/Bisbee Bus will notify ADOT of the Discrimination complaints being filed. The complaint will then be logged identifying its basis of discrimination, the status, and the next steps. ADOT then will assume jurisdiction and follow the ADOT's complaint procedures for investigating the complaint.
- (8) For Discrimination complaints filed against the City of Bisbee/Bisbee Bus's subrecipients (i.e., consultants, vendors, and contractors) the City of Bisbee/Bisbee Bus will assume jurisdiction and will investigate and adjudicate the case.
- (9) The City of Bisbee/Bisbee Bus has three (3) days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has three (3) business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within three (3) business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- (10) After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI or ADA violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.
- (11) A copy of either the closure letter or LOF must be also be submitted to ADOT within 72 hours of that decision. Letters may be submitted by hardcopy or email.
- (12) A complainant dissatisfied with the City of Bisbee/Bisbee Bus decision may file a complaint with the Arizona Department of Transportation (ADOT) or the Federal Transit Administration (FTA) offices of Civil Rights: **ADOT:** ATTN ADA/Title VI Program Coordinator 206 S. 17<sup>TH</sup> Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA:** Attention Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (13) A copy of these procedures can be found online at: [www.bisbeeaz.gov](http://www.bisbeeaz.gov)

Disponible en Español. Si desea poner una queja y necesita la forma en español o en otro lenguaje, acuda a esta dirección: 1415 Melody Lane en Bisbee AZ. 85603, Teléfono 520-432-6002.

# Procedimientos Para Quejas De Discriminacion

Estos procedimientos proporcionan una guia para todas las quejas presentadas bajo el Title VI de Civil Rights Act of 1964, Seccion 504 de la Rehabilitation Act of 1973, y el Americans with Disabilities Act of 1990 (ADA) en relacion con cualquier programa o actividad que es administrado por el autobus de Bisbee, incluyendo consultores, contratistas y proveedores. Intimidacion o represalias como consecuencia de una denuncia está prohibido por la ley. Además de estos procedimientos, los demandantes reservan el derecho de presentar una queja formal con otras agencias estatales o Federales o buscar Consejo privado para quejas por discriminación. Se hará todo lo posible para resolver las quejas en el nivel más bajo posible.

- (1) Cualquier persona que cree que él o ella ha sido discriminado basado por su raza, color, origen nacional o discapacidad puede presentar una queja por discriminación completando y enviando el formulario de Title VI.
- (2) Quejas formales deben ser presentadas dentro de 180 días despues la última fecha del presunto acto de discriminación o cuando la presunta discriminación suscedio, o continuo acto de conducta, la fecha en que la conducta discontiñó o la ultima instancia de la conducta.
- (3) Las denuncias deben ser por escrito y firmadas por los demandantes y deben incluir nombre, dirección y teléfono del denunciante. La persona de contacto de ADA>Title VI ayudará a demandante con documentar los suscesos si es necesario.
- (4) Denuncias recibidas por fax o correo electrónico serán reconocidas y procesadas, una vez que se haigan establecido la identidad de los demandantes y la intención de proceder con la denuncia. Para ello, el demandante debe enviar por correo el fax original firmado o por correo electrónico para que sea procesada.
- (5) Las denuncias recibidas por teléfono serán escritas y revisadas por el demandante antes de procesar. Un formulario dequejas sera mandado al demandante para completar, firmar y enviar para su procesamiento.
- (6) Una vez presentado, el personal del autobus de Bisbee revisará el formulario de quejas para determinar la jurisdiccion. Todas las quejas recibirán una carta de recibido y mostrara si la queja sera investigada por el autobus de Bisbee o enviada al estado o a la autoridad Federal para mas direccion.

La Ciudad de Bisbee/Bisbee Bus asumara juridiccion y llevara a cabo la investigacion siguiendo el procedimiento apropiado contra los sub-recipientes, para quejas de Descripcion contra de la Ciudad de Bisbee/Bisbee Bus, ADOT (Departamento de Transito de Arizona) asumara juridiccion y llevara a cabo la investigacion siguiendo el procedimiento apropiado.

- (7) Para quejas de Descripcion contra de la Ciudad de Bisbee/Bisbee Bus; La Ciudad de Bisbee/Bisbee Bus tiene tres dias (habiles) o 72 horas para notificar a ADOT (Departamento de Transito de Arizona) de haber recibido la queja de Descripcion.

- (8) Para quejas de Descriminacion contra los sub-recipientes (consultants, vendedores y/o contratistas) de la Ciudad de Bisbee/Bisbee Bus, la Ciudad de Bisbee asumara juridiccion y llevara a cabo la investigacion siguiendo el procedimiento apropiado.
- (9) El autobús de Bisbee tiene tres (3) días para investigar la denuncia. Si se necesita más información para resolver el caso, la autoridad puede comunicarse con el demandante. El demandante tiene cuatro días hábiles desde la fecha de la carta para enviar la información solicitada al investigador asignado al caso. Si el investigador no es contactado por el demandante o no recibe la información adicional dentro de cuatro días hábiles, la autoridad administrativa puede cerrar el caso. Un caso puede ser cerrado administrativamente también si el demandante ya no desea seguir su caso.
- (10)Después de que el investigador revisa la queja, él/ella mandara una carta cierrando el caso o una carta donde dice lo que se encontro (LOF). Una carta donde se cierra el caso resume las acusaciones y afirma que no hubo una violación de discriminación y que el caso será cerrado. Un LOF resume las denuncias y las entrevistas en relación con el incidente y explica si habra acción disciplinaria, entrenamiento adicional de funcionario o alguna otra acción que se llevara a cabo.
- (11)Una copia de la carta del caso cerrado o LOF sera proporcionada a ADOT dentro de 72 horas de la decisión. La carta se puede o por correo electrónico.
- (12)Si el demandante no esta satisfecho con la decisión del autobus de Bisbee puede presentar una queja con el Departamento del Arizona del transporte (ADOT) o las oficinas de administración de tránsito Federal (FTA) de los derechos civiles: ADOT: atte ADA/Title VI Program Coordinator, 206 S. 17<sup>th</sup> Ave. MD 155A RM: 183 Phoenix AZ, 85007 FTA: Attention Title VI Coordinator, East Bldg, 5<sup>th</sup> floor-TCR 1200 New Jersey Ave. , SE Washington, DC 20590
- (13)Una copia de estos procedimientos puede encontrarse en línea en: [www.bisbeeaz.gov](http://www.bisbeeaz.gov).

# Discrimination Complaint Form

<b>Section I:</b>		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	Large Print	Audio Tape
	TDD	Other
<b>Section II:</b>		
Are you filing this complaint on your own behalf? <input type="checkbox"/> Yes* <input type="checkbox"/> No		
<i>*If you answered "yes" to this question, go to Section III.</i>		
If not, please supply the name and relationship of the person for whom you are complaining.		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Section III:</b>		
I believe the discrimination I experienced was based on (check all that apply):		
Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Disability Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.  _____ _____ _____		
<b>Section VI:</b>		
Have you previously filed a Discrimination complaint with this agency?		<input type="checkbox"/> Yes <input type="checkbox"/> No

If yes, please provide any reference information regarding your previous complaint.

**Section V:**

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes  No

If yes, check all that apply:

Federal Agency: \_\_\_\_\_

Federal Court:  State Agency: \_\_\_\_\_

State Court :  Local Agency: \_\_\_\_\_

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

**Section VI:**

Name of agency complaint is against: \_\_\_\_\_

Name of person complaint is against: \_\_\_\_\_

Title: \_\_\_\_\_

Location: \_\_\_\_\_

Telephone Number (if available): \_\_\_\_\_

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are required below

\_\_\_\_\_  
Signature      Date \_\_\_\_\_

Please submit this form in person at the address below, or mail this form to: Bisbee Bus, Judy Guentzler-Collins, Program/Grants Administrator

1415 Melody Lane, Bldg. E., Bisbee, AZ 85603

520-432-6016 [JGuentzler@bisbeeaz.gov](mailto:JGuentzler@bisbeeaz.gov)

Para información en Español contacte Lorena Valdez, Transit Coordinator, at 520-432-6002, or email: [LValdez@bisbeeaz.gov](mailto:LValdez@bisbeeaz.gov)

A copy of this form can be found online at: <http://www.bisbeeaz.gov/2331/Bisbee-Bus-Program>

Non Discrimination Complaint Procedures | Title VI Implementation Plan

# Formulario de Queja por Discriminacion

<b>Seccion I:</b>		
Nombre:		
Direccion:		
Telefono (Casa):	Telefono (Trabajo):	
Correo Electronico:		
Requisitos de Formato Accessible?	<input type="checkbox"/> Impresion Grande	<input type="checkbox"/> Cinta de Audio
	<input type="checkbox"/> TDD	<input type="checkbox"/> Otro
<b>Seccion II:</b>		
Est presentando esta queja en su propio nombre?		<input type="checkbox"/> Si* <input type="checkbox"/> No
<i>*Si respondio "Si" a esta pregunta, vaya a la Seccion III.</i>		
De lo contrario, proporcione el nombre y la relacion de la persona por la que se queja.		
Explique por que ha solicitado un tercero:		
Confirme que ha obtenido el permiso de la parte perjudicada si esta presentando una demanda en nombre de un tercero.		<input type="checkbox"/> Si <input type="checkbox"/> No
<b>Seccion III:</b>		
Creo que la discriminacion que experimente se baso en (marque todo lo que corresponda):		
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional <input type="checkbox"/> Discapacidad		
Fecha de presunta discriminacion (Mes, Dia, Año): _____		
Explique con la mayor claridad posible qué sucedió y por qué cree que fue discriminado. Describe a todas las personas que estuvieron involucradas. Incluya el nombre y la informacion de contacto de la persona (s) que lo discriminó (si lo conoce), así como los nombres y la informacion de contacto de los testigos. Si necesita más espacio, utilice la parte de atrás de este formulario.		
<hr/> <hr/> <hr/>		
<b>Seccion VI:</b>		
¿Ha presentado anteriormente una queja por discriminación con esta agencia?		<input type="checkbox"/> Si <input type="checkbox"/> No

En caso afirmativo, proporcione cualquier información de referencia con respecto a su queja anterior.
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**Sección V:**

¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local, o ante cualquier tribunal federal o estatal?

Si       No

En caso afirmativo, marque todo lo que corresponda:

Agencia Federal: \_\_\_\_\_  Agencia Estatal: \_\_\_\_\_  
 Tribunal Federal: \_\_\_\_\_  Agencia Local: \_\_\_\_\_  
 Tribunal Estatal: \_\_\_\_\_

Proporcione información sobre una persona de contacto en la agencia / tribunal donde se presentó la queja.

Nombre:

Título:

Agencia:

Dirección:

Teléfono:

**Sección VI:**

El nombre de la queja de la agencia está en contra:

La queja del nombre de la persona es contra:

Título:

Ubicación:

Número de Teléfono (si está disponible):

Puede adjuntar cualquier material escrito u otra información que considere relevante para su reclamo. Su firma y fecha son requeridas a continuación

Firma

Fecha de firma

Envíe este formulario en persona a la dirección que se encuentra a continuación, o envíe este formulario por correo a:

**Bisbee Bus, Lorena Valdez, Gerente de Transito, at**

**1415 Melody Lane, Bldg. E.,**

**Bisbee, AZ 85603**

**520-432-6002 o LValdez@bisbeeaz.gov**

Puede encontrar una copia de este formulario en línea en [www.bisbeeaz.gov/2331/Bisbee-Bus-Program](http://www.bisbeeaz.gov/2331/Bisbee-Bus-Program).

# Discrimination Investigations, Complaints, and Lawsuits

This form will be submitted annually. If no investigations, lawsuits, or complaints were filed, a blank form will be submitted.

Description/Name	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, national origin or disability)	Status	Action(s) Taken (Final findings?)
<b>Investigations</b>				
1)				
2)				
<b>Lawsuits</b>				
1)				
2)				
<b>Complaints</b>				
1)				
2)				

X The Bisbee Bus has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in 2016-2017, or in any other years of which we are aware.

# *City of Bisbee/Bisbee Bus*

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## Bisbee Bus Public Participation Plan

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# The Public Participation Plan

Throughout the years of the Bisbee Bus Service, the City has provided citizens the opportunities to offer new ideas, strategies, or complaints and compliments at all public City Council meetings during Call to the Public or to speak on an agenda item concerning the bus and at the meetings of the Transit Advisory Committee during Call to the Public or to speak on an agenda item.

TAC is quickly regaining momentum, despite lacking a Transit Manager, failing citizen membership and not meeting quorums earlier in 2017. TAC's citizen members feel re-energized by the sincere commitment of the City's new representation. Bisbee's TAC currently consists of seven members, one senior citizen community member, one regular Bisbee Bus rider, one ADA community member, three SEAGO members, two members from the City of Douglas Transit System/Douglas Rides, our Contractor, a City Council Liaison, and the Bisbee Bus Grants Administrator.

TAC Members develop and approve the transit program's five year plan, make recommendations to Bisbee's City Council and staff regarding transit operations, improvements, and funding priorities. While the Bisbee's Grants Administrator facilitates TAC meetings, the members review all materials, discuss various program services and options, and advise the Grants Administrator in implementing program goals. Currently, the committee is developing strategies to gain more public ridership and reach those who need the deviations. We have used and will continue to use the local radio station, print and electronic media. The Bisbee Bus started its own Facebook Page and reaches out with information on other local Facebook Pages. Additionally, the City uses its bus schedules to serve as the system's brochure to gain recognition.

TAC meetings are held quarterly on the third Wednesday of the month at 1 p.m. at "City Hall". We also take advantage of being able to schedule Special Sessions to handle time-sensitive actions. TAC meetings are posted on the city website at: <http://www.bisbeeaz.gov/2262/Transit-Advisory-Committee> and: <http://www.bisbeeaz.gov/2337/2018-Public-Notices>.

All TAC Meetings Are Public  
February 12, 2016 – Special Session  
May 16, 2018  
August 15, 2018  
November 14, 2018

In recent months, Bisbee has lacked a formal Transit Grant Administrator. Now that the position is again filled, the new Administrator looks to initially rebuild the bus's connection with its riders one-on-one. In the coming months, the new Administrator and two (2) of TAC's well known Citizen Members plan to publicize designated times when they will either ride the bus or sit at a popular bus to get informal input from riders and non-riders. They also plan to hold public "outreach" opportunities on the buses to get to know the riders and vice versa.

Finally, Bisbee Bus also picks up passengers from Naco, Az., and those who cross the border from Naco, Sonora. These are passengers that would not have any transportation if not for the Bisbee Bus.

As an agency receiving federal financial assistance, the Bisbee Bus will continue to seek new methods to inform residents of the service the Bisbee Bus provides in its service area.

# *City of Bisbee/Bisbee Bus*

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## Limited English Proficiency Plan

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The City of Bisbee/Bisbee Bus has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to the City of Bisbee/Bisbee Bus services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the City of Bisbee/Bisbee Bus extent of obligation to provide LEP services, the City of Bisbee/Bisbee Bus undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

- 1) The number or proportion of LEP persons eligible in the City of Bisbee/Bisbee Bus service area who may be served or likely to encounter by the City of Bisbee/Bisbee Bus program, activities, or services;

Summary of ACS Estimates		2011 - 2015	
Population		5,079	
Population Density (per sq. mile)		1,000	
Minority Population		2,285	
% Minority		45%	
Households		2,535	
Population Age 5+ Years by Ability to Speak English			
Total	4,849	100%	663
Speak only English	3,381	70%	581
Non-English at Home <sup>1+2+3+4</sup>	1,468	30%	207
<sup>1</sup> Speak English "very well"	1,133	23%	178
<sup>2</sup> Speak English "well"	172	4%	76
<sup>3</sup> Speak English "not well"	100	2%	97
<sup>4</sup> Speak English "not at all"	63	1%	46
<sup>3+4</sup> Speak English "less than well"	163	3%	97
<sup>2+3+4</sup> Speak English "less than very well"	335	7%	101
Linguistically Isolated Households*			
Total	98	100%	38
Speak Spanish	85	87%	36
Speak Other Indo-European Languages	0	0%	12
Speak Asian-Pacific Island Languages	13	13%	20
Speak Other Languages	0	0%	12

Bisbee has a population of around 5,300 of which 56.3 percent are Caucasian and 39.1 percent are Hispanic as stated in the 2016 American Fact Finder website. The large number of LEP persons encountered in riding the bus receives sufficient language services as a commuter thanks to drivers and passengers, as well as our bus schedule. Additionally, the EPA EJSCREEN Summary Report notes that 23 percent of the population from age five and up "speak English very well", with only 7 percent rated as "less than very well."

- 2) The frequency with which LEP individuals come in contact with a City of Bisbee/Bisbee Bus services;

The Bisbee Bus drivers are bi-lingual, as are many of its riders. Consequently, contact between the Bisbee Bus system and the LEP individuals it serves is continual. In addition to this one on one verbal interaction, bus system information is also posted in English and Spanish on the buses, the website and on social media sites. The office staff in Bisbee is also bi-lingual offering full phone, email and face to face services in both languages. Finally, Bisbee conducts all surveys in both English and Spanish.

- 3) The nature and importance of the program, activities or services provided by the City of Bisbee/Bisbee Bus to the LEP population; and

The Bisbee Bus provides transportation to medical services, work, school and shopping for both Bisbee residents and those living in Naco, AZ and Naco, Sonora. Additionally, it allows ready transportation for visiting family and friends, which is a significant part of the Hispanic culture. The Bisbee System also connects to the regional Cochise Connections, another fully bi-lingual system, which allows those from the Bisbee/Naco area to reach Agua Prieta, Sonora and Douglas, AZ, as well as, colleges and larger medical and shopping facilities.

- 4) The resources available to the City of Bisbee/Bisbee Bus and overall cost to provide LEP assistance. A brief description of these considerations is provided in the following section.

The City of Bisbee/Bisbee Bus provides its transit guide in English and Spanish, in addition to all non-discrimination policies and procedures. These policies and procedures are posted on the buses, the system website and strategic city locations. The City of Bisbee/Bisbee Bus, as mentioned above, also has Spanish speaking drivers and staff available to assist passengers and others who may have limited English proficiency.

A statement in Spanish will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

## **Safe Harbor Provision**

The Bisbee Bus complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following are available in Spanish:

- (1) Title VI Notice
- (2) Complaint Procedures
- (3) Complaint Form

In addition, we conduct our marketing that includes translated materials in a manner that reaches LEP persons.

Vital Documents include the following:

- (1) Notices of free language assistance for persons with LEP
- (2) Notice of Non-Discrimination and Reasonable Accommodation
- (3) Outreach Materials
- (4) Bus Schedules
- (5) Route Changes
- (6) Public Hearings

# **Sampling of Spanish Documentation for the Bisbee Bus**

## **Aviso Público Sobre los Derechos Bajo el Título VI Y ADA City of Bisbee/Bisbee Bus**

The City of Bisbee/Bisbee Bus (*y sus subcontratistas, si cualquiera*) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964, Sección 504 de la Ley de Rehabilitación de 1973 y La Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA). El nivel y la calidad de servicios de transporte serán provehidos sin consideración a su raza, color, o pais de origen.

Para obtener más información sobre la Bisbee Bus' programa de derechos civiles, y los procedimientos para presentar una queja, contacte Lorena Valdez, Transit Coordinator, at 520-432-6002, or email: [LValdez@bisbeeaz.gov](mailto:LValdez@bisbeeaz.gov), o visite nuestra oficina administrativa en 1415 Melody Lane, Bldg. E en el Distrito San Jose de Bisbee. Para obtener más información, visite [www.bisbeeaz.gov](http://www.bisbeeaz.gov).

El puede presentar una queja directamente con Arizona Department of Transportation (ADOT) o Federal Transit Administration (FTA) mediante la presentación de una queja directamente con las oficinas correspondientes de Civil Rights: ADOT: ATTN Title VI Program Manager 206 S. 17th Ave MD 155A Phoenix AZ, 85007 FTA: ATTN Title VI Program Coordinator, East Building, 5th Floor –TCR 1200 New Jersey Ave., SE Washington DC 20590

## Bisbee Bus Schedule Below

\$1.00 per ride. Special  
ble for students, seniors  
s. See our complete fare

... (520) 364-4474

of Bisbee to  
e Civil Rights  
ion services  
egard to  
or disability.  
to file a complaint,  
; 520-364-4474  
ce at 602-712-8946  
it.gov.

ntact:  
6, or email



### Servicio público de autobuses en Bisbee

Bisbee Bus es un servicio público de autobuses para todas las personas. Los autobuses prestan servicio de lunes a sábado en:

- |              |           |
|--------------|-----------|
| ■ Old Bisbee | ■ Saginaw |
| ■ San Jose   | ■ Warren  |
| ■ Naco       |           |

#### Paradas

Los pasajeros pueden abordar o descender de los autobuses en las paradas señaladas en cada ruta. Las ubicaciones de las paradas se muestran en el mapa y en el horario incluidos en esta guía.



#### Desviaciones de la ruta

Los conductores pueden desviarse una corta distancia de la ruta regular para recoger o dejar pasajeros, como el horario permite. Para este servicio se requiere un aviso del día previo y se cobrará un cargo adicional de 50 centavos por persona.

La tarifa de Bisbee Bus es de sólo \$1.00 por viaje. Se encuentran disponibles tarifas especiales y pases para estudiantes, personas de la tercera edad y personas con discapacidades. Consulte el cuadro completo de tarifas junto al mapa.

#### Más información:

Bisbee Bus ..... (520) 364-4474

Es la política de la Ciudad de Bisbee para cumplir con el Título VI del Acta de Derechos 1964. Los servicios de transporte se proporcionarán sin importar raza, color, origen nacional o discapacidad. Para más información o para presentar alguna queja, comuníquese con: Transit Manager, 520-364-4474, o a la oficina de Derechos Civiles ADOT al 602-712-8946 o Civilrightsoffice@azdot.gov.



Para mas información comuníquese con: Shar Poirier 520-432-6016, spoirier@bisbeeaz.gov

BISBEE ROUTE - SATURDAY SERVICE

## Survey Questionnaire in Spanish.

These are the questions we will be sending out and have on our buses.

1) ¿Con que frecuencia utiliza el autobús?

- a) Varias veces al día
- b) Diario
- c) Múltiples veces por semana
- d) Ocasionalmente
- e) La primera vez

2) ¿Yo soy? (marque todas que se apliquen)

- a) Adulto
- b) Niño(a)
- c) Anciano
- d) Discapacitado(a)
- e) Estudiante

3) ¿Cual es el proposito de usar el autobús?

- a) Medico
- b) Empleo

- c) Recreación
- d) Educación
- e) Tienda
- f) Otra razón \_\_\_\_\_

**4)** ¿Estas con empleo?

- a) Sí
- b) No

**5)** ¿Cree usted que el servicio cumple con sus necesidades?

- a) Sí
- b) No

**6)** ¿Como clasificaria el servicio que usted recibe?

- a) Excelente
- b) Bien
- c) Aceptable
- d) Mal

**7)** ¿El chofer le fue servicial y cortes?

- a) Sí
- b) No

**8)** ¿Estuvo a tiempo el autobús?

- a) Sí
- b) No

**9)** ¿Esta limpio el autobús?

- a) Sí
- b) No

**10)** ¿La Despachador le fue servicial y cortes?

- a) Sí
- b) No
- c) No applicable

**11)** Comentarios:

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*Gracias por tomar su tiempo para contestar esta encuesta*

# Procedimientos Para Quejas De Discriminacion

Estos procedimientos proporcionan una guia para todas las quejas presentadas bajo el Title VI de Civil Rights Act of 1964, Seccion 504 de la Rehabilitation Act of 1973, y el Americans with Disabilities Act of 1990 (ADA) en relacion con cualquier programa o actividad que es administrado por el autobus de Bisbee, incluyendo consultores, contratistas y proveedores. Intimidacion o represalias como consecuencia de una denuncia está prohibido por la ley. Además de estos procedimientos, los demandantes reservan el derecho de presentar una queja formal con otras agencias estatales o Federales o buscar Consejo privado para quejas por discriminación. Se hará todo lo posible para resolver las quejas en el nivel más bajo posible.

(1) Cualquier persona que cree que él o ella ha sido discriminado basado por su raza, color, origen nacional o discapacidad puede presentar una queja por discriminación completando y enviando el formulario de Title VI.

(2) Quejas formales deben ser presentadas dentro de 180 días despues la última fecha del presunto acto de discriminación o cuando la presunta discriminación suscedio, o continuo acto de conducta, la fecha en que la conducta discontiñó o la ultima instancia de la conducta.

(3) Las denuncias deben ser por escrito y firmadas por los demandantes y deben incluir nombre, dirección y teléfono del denunciante. La persona de contacto de ADA>Title VI ayudará a demandante con documentar los suscesos si es necesario.

(4) Denuncias recibidas por fax o correo electrónico serán reconocidas y procesadas, una vez que se haigan establecido la identidad de los demandantes y la intención de proceder con la denuncia. Para ello, el demandante debe enviar por correo el fax original firmado o por correo electrónico para que sea procesada.

(5) Las denuncias recibidas por teléfono serán escritas y revisadas por el demandante antes de procesar. Un formulario dequejas sera mandado al demandante para completar, firmar y enviar para su procesamiento.

(6) Una vez presentado, el personal del autobus de Bisbee revisará el formulario de quejas para determinar la jurisdicción. Todas las quejas recibirán una carta de recibido y mostrara si la queja sera investigada por el autobus de Bisbee o enviada al estado o a la autoridad Federal para mas direccion.

(7) El autobús de Bisbee notifcara a la oficina de derechos civiles de ADOT de todas las denuncias de discriminación dentro de 72 horas por teléfono al 602-712-8946; o por correo electronico:  
[civilrightsoffice@azdot.gov](mailto:civilrightsoffice@azdot.gov).

(8) El autobús de Bisbee tiene cuatro días para investigar la denuncia. Si se necesita más información para resolver el caso, la autoridad puede comunicarse con el demandante. El demandante tiene cuatro días hábiles desde la fecha de la carta para enviar la información solicitada al investigador asignado al caso. Si el investigador no es contactado por el demandante o no recibe la información adicional dentro de cuatro días hábiles, la autoridad administrativa puede cerrar el caso. Un caso puede ser cerrado administrativamente también si el demandante ya no desea seguir su caso.

(9) Después de que el investigador revisa la queja, él/ella mandara una carta cierrando el caso o una carta donde dice lo que se encontro (LOF). Una carta donde se cierra el caso resume las acusaciones y afirma que no hubo una violación de discriminación y que el caso será cerrado. Un LOF resume las denuncias y las

entrevistas en relación con el incidente y explica si habrá acción disciplinaria, entrenamiento adicional de funcionario o alguna otra acción que se llevará a cabo.

(10) Una copia de la carta del caso cerrado o LOF será proporcionada a ADOT dentro de 72 horas de la decisión. La carta se puede enviar por correo electrónico.

(11) Si el demandante no está satisfecho con la decisión del autobús de Bisbee puede presentar una queja con el Departamento del Arizona del transporte (ADOT) o las oficinas de administración de tránsito Federal (FTA) de los derechos civiles: ADOT: Attn: ADA/Title VI Program Coordinator, 206 S. 17<sup>th</sup> Ave. MD 155A RM: 183 Phoenix AZ, 85007 FTA: Attention Title VI Coordinator, East Bldg, 5<sup>th</sup> floor-TCR 1200 New Jersey Ave., SE Washington, DC 20590

(12) Una copia de estos procedimientos puede encontrarse en línea en: [www.bisbeeaz.gov](http://www.bisbeeaz.gov).

# **Non-elected Committees Membership Table**

A subrecipient who selects the membership of transit-related, non-elected planning boards, advisory councils, or committees must provide a table depicting the membership of those organizations broken down by race. Subrecipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

**Table Depicting Membership of Committees, Councils, Broken Down by Race**

<b>Body</b>	<b>Caucasian</b>	<b>Latino</b>	<b>African American</b>	<b>Asian American</b>	<b>Native American</b>
<b>Population</b>	<b>59.3%</b>	<b>39.1%</b>	<b>1.1%</b>		<b>.048%</b>
<b>Transit Advisory Committee</b>	<b>40%</b>	<b>40%</b>	<b>10%</b>	<b>0%</b>	<b>10%</b>

The TAC members and staff reach out to other ethnicities and races so that the diversity of Bisbee is represented.

The appointment of the Transit Advisory Committee is done by the Mayor of Bisbee and the City Council. There are no other transit related organizations.

# **Monitoring for Subrecipient Title VI Compliance**

The Bisbee Bus Grant Administrator and Transit and Financial Managers in Douglas stay in touch with each other by phone, email and in person on every day matters and in meetings. A relationship has built a solid foundation for the continuance of the excellent service provided by the Bisbee Bus.

Both entities share new rules and laws and work to understand and implement them.

The Bisbee Bus Grant Administrator has reviewed the following for Douglas:

- Title VI 2016
- Training Compliances
- Postings of Title VI Public Notices and Complaint Procedures on the buses and the City of Douglas website.
- Posting of Title VI Implementation Plan on City of Douglas website.
- Participation in the Drug and Alcohol Program Manager Refresher Training and understanding the new Part 40 Regulation Updates
- Participated in the City of Douglas' on site Drug and Alcohol Compliance review by ADOT in the Fall of 2017.
- Use of DOT's Revised Federal Drug Testing Custody and Control Form (CCF) by July 1, 2018.
- Review of the City of Douglas' MIS reporting for 2017.

Douglas provides superior management of Bisbee's System. The drivers are well trained, as well as well-liked by Bisbee's riders. Documentation is thorough and updated quickly. When Bisbee's City Hall burned down October of 2017, in the midst of all of Bisbee's lost documentation, there was reassurance knowing much of it could be recovered in a current and complete state through the City of Douglas.

There have been no deviations from the federal regulations reported.

# Title VI Training

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The Bisbee Bus Grant Administrator, Transit Coordinator, other staff members, drivers and mechanics involved with the transportation system take advantage of all SEAGO and ADOT trainings sessions, including those on Civil Rights and Title VI workshops, when they are offered.

Bisbee's Transit Administration Team attended the mandatory ADOT sessions in September, 2017 and January 2018, the annual April AzTA Conference, which provided a number of pertinent workshops, and a mandatory workshop on the revised drug and alcohol policies. Throughout the year, using SEAGO training materials posted on their azmobility.org website has provided the new Bisbee Bus Administration Team with a wealth of knowledge and ideas that will accelerate the program's progress.

PASS training for the new Transit Administrator will occur in the next few months with plans to take advantage of the training to create PASS Trainers. The Administrator has also just received notice of a "Strategies for Enhancing Rural Transit Operations Mini-Course" and hopes to take advantage of it. She LOVES learning...

The training list for upcoming workshops on Title VI has not been released. When they are, Bisbee will be there to certain it understands and follows all Title VI requirements.

## Grants Administrator

- National RTAP Webinar: Understanding the Updated USDOT Drug & Alcohol Testing Regulations
- Drug and Alcohol Program Manager Refresher Training and understanding the new Part 40 Regulation Updates
- A-BUD101 True Cost Of Transit
- A-MGM102 Data Collection
- A-BUD104 Grant Writing for Transit
- A-MGM104 Vehicle Assessment Management
- MGM Best Practices
- MGM105-Grant Management

As for trainings regarding ADA, wheelchair securement, etc., our contractor, the City of Douglas, hires the drivers and the dispatcher, so they handle the trainings for those positons. Below is the City of Douglas' description of their trainings.

*City of Douglas Finance Director and Transit Manager have attended the 5311 workshop where updates to Title VI were discussed on January 23, 2018.*

*Yearly PASS trainings are ongoing and Title V is discussed. The most recent PASS training was held March 17, 2018. Transit Drivers and Transit Manager attended the PASS Training.*

## Limited English Proficiency Plan (LEP) Training

*The goal of staff training is to ensure that all Douglas Rides employees understand LEP policies, procedures and requirements and to ensure that the procedures set forth in this plan are utilized by Douglas Rides staff when working with the public and residents. In addition, it is the goal of Douglas*

*Rides to ensure that staff providing interpretation services to Douglas Rides applicants is sufficiently trained to provide high quality interpreter services.*

*Douglas Rides will ensure proper training using the following methods:*

- Douglas rides shall include a discussion of Douglas Rides responsibilities and procedures in the orientation process for new hires. Each new employee will receive a copy of the LEP plan.*
- Douglas Rides will schedule two (2) mandatory training sessions for all employees in which it shall discuss Douglas Rides responsibilities and procedures under this LEP. A log will be kept for all employees attending the training.*
- Douglas Rides shall identify local and regional training opportunities for appropriate staff regarding how to best perform interpreter services. Staff persons providing interpreter services shall be required to attend such training opportunities where reasonable. Douglas will continue to identify local language service resources.*
- Douglas Rides will select appropriately trained staff members and implement an on-going staff to staff training program.*

# **Title VI Equity Analysis**

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A subrecipient planning to acquire land to construct certain types of facilities must not discriminate on the basis of race, color, or national origin, against persons who may, as a result of the construction, be displaced from their homes or businesses. “Facilities” in this context does not include transit stations or bus shelters, but instead refers to storage facilities, maintenance facilities, and operation centers.

There are many steps involved in the planning process prior to the actual construction of a facility. It is during these planning phases that attention needs to be paid to equity and non-discrimination through equity analysis. The Title VI Equity Analysis must be done before the selection of the preferred site.

**The City of Bisbee/Bisbee Bus has no plans to construct any new facilities.**

# **Board Approval for the Title VI Program**



To be obtained June 19, 2018.

# Organizational Chart

